

## **Summary of Meeting Minutes May 20, 2020**

### **Call to Order and Roll Call**

Gerd Clabaugh, Iowa Department of Public Health, called roll call at 1:02 P.M. Attendance is reflected in the separate roll call sheet. Gerd announced a quorum.

### **Approval of Previous Meeting Minutes**

Gerd called for a motion to approve minutes from the February 11, 2019 meeting. The minutes were approved.

### **Medicaid Director's Update**

Mike Randol, Medicaid Director, gave updates on Iowa Medicaid. During the COVID-19 Public Health Emergency, the IME will not disenroll any member due to non-payment of monthly premiums. All copays, contributions, and premiums have been waived by the IME through at least June 2020. The IME has put together a comprehensive list of questions and answers regarding COVID-19; this has been posted to the DHS website. If a question is not addressed, the public is encouraged to email their question to [IMECovid19@dhs.state.ia.us](mailto:IMECovid19@dhs.state.ia.us). The IME has expanded home delivered meal services to all waiver members, as well as homebound members. The claims timely filing deadline for providers has been extended due to COVID-19, as of April 1, 2020, providers have 270 days to file claims for services provided. Prior authorizations (PAs) are still in effect. The IME and the Managed Care Organizations (MCOs) will extend PAs for services canceled due to COVID-19, in 90-day increments throughout the crisis. Mike is holding a weekly conference call with stakeholders every Friday.

### **Managed Care Quarterly Report: State Fiscal Year (SFY) 2020 Quarter 2**

Mary Stewart, Bureau Chief, Managed Care reviewed the report. This is the first period in two years that enrollment could be considered "flat". On the Iowa Participant Experience Survey (IPES), Iowa Total Care (ITC) reported decreases in several categories. ITC has determined these decreases are a result of members answering, "I don't know" or "I don't remember" on several questions asked by their third party survey company. Going forward, ITC will have an internal team conduct surveys to ensure data is more complete. Mary reviewed the top reasons for grievances, appeals data, non-pharmacy claims data and prior authorization (PA) data.

## Updates from the MCOs

### **Amerigroup Iowa, Inc.**

John McCalley, of Amerigroup Iowa, Inc. (Amerigroup), presented Amerigroup's update. Amerigroup has made several adjustments in response to COVID-19. Amerigroup staff is working from home; a small skeleton crew is processing mail and other physical duties at the office. Amerigroup is engaged in daily outreach to nursing facilities in the Long-Term Services and Supports (LTSS) program. Amerigroup is procuring and distributing Personal Protective Equipment (PPE) to Home- and Community-Based Service (HCBS) providers. Amerigroup is maintaining pre-COVID-19 service levels for PAs. Face-to-face services have been suspended, this suspension will be monitored and evaluated as the Coronavirus Emergency unfolds. Telehealth solutions are being implemented where they can to replace face-to-face services.

Barb Niebel, of the Iowa Speech and Hearing Association, asked John about Amerigroup's banning of specific Current Procedural Terminology (CPT) codes used by occupational therapists, speech therapists, and physical therapists. John stated that he would follow up with Barb regarding this request.

Senator Joe Bolkcom asked if Amerigroup was tracking positive COVID-19 test results among its members. John answered that Amerigroup is tracking this closely and to the best of their ability, as the usual tracking metrics (such as a PAs) do not yet exist for COVID-19. Senator Bolkcom asked if Medicaid was tracking COVID-19 test results. Mike stated that the IME is tracking, using data from MCOs and other sources. Senator Bolkcom asked if Mike could share how many Iowa Medicaid members had tested positive for COVID-19. Mike replied that he would provide this information to Senator Bolkcom.

Senator Bolkcom asked if providers running nursing homes felt they had the tools needed to prevent the spread of COVID-19. Mike answered that he thought they did. Gerd noted that the IME and the Iowa Department of Public Health (IDPH) are working closely with several organizations to provide support and outreach to providers, supporting testing of employees and residents in care facilities. Gerd stated that they have been in touch with every single nursing home since the start of the crisis.

### **Iowa Total Care**

Stacie Maase, Vice President of Legislation and Government Affairs Iowa Total Care (ITC), presented ITC's update. Stacie stated she would focus her remarks on how ITC is navigating the Coronavirus Emergency. ITC has been meeting with the IME and other stakeholders on a regular basis to make sure ITC members and others in the Medicaid community continue to have their needs met. ITC transitioned the vast majority of its employees in Iowa to working from home, a small skeleton crew makes sure operations

continue to run smoothly at ITC's offices. ITC has implemented telehealth solutions to help mitigate the impact of the emergency, for example ITC has begun using video calls to ensure assessments are completed for LTSS members. ITC has worked very closely with meal providers to provide meals for members newly eligible under the IME's recent home delivered meal benefit expansion. ITC is facilitating the distribution of PPE to providers and members.

### **Open Discussion**

Senator Bolkcom thanked Mike and the IME for their excellent work. Amy Shriver stated that she was grateful for telehealth solutions, Barb Niebel seconded this. Barb went on to ask how the IME was implementing guidance the Centers for Medicare and Medicaid Services (CMS) issued regarding CPT codes for telehealth services. Mike stated that he would examine the issue and respond to Barb, but that in general the IME attempts to follow CMS guidance as close as possible. Mike thanked the team at IME for their hard work during the Coronavirus Emergency.

### **Adjournment**

Meeting adjourned at 2:24 P.M.

Submitted by,  
Michael Kitzman  
Recording Secretary  
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